



## GOVERNOR'S COORDINATING OFFICES

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### MEMORANDUM

Date: Thursday, January 25, 2018

To: Maryland AmeriCorps State Program Staff

From: Kerry Ose, Senior Program Officer, GOSV

Subject: **GOSV Teleservice Policy**

The following guidance is provided for those unique situations in which a program determines that routine teleservice is appropriate *or* when a small number of a member's service hours can properly be accrued through teleservice. Teleservice is appropriate only when the activity can be meaningfully supervised and the hours verified independently. If a program determines that its AmeriCorps members will be allowed to teleserve, the program must establish a written policy, which must be submitted to and approved by GOSV prior to implementation. If your program already permits teleservice, please submit your written teleservice policy to your Program Officer prior to your next scheduled monthly check-in call. If your program does not and will not permit teleservice, please notify your program officer of this fact. The policy must address the following:

- Written authorization of teleservice in advance
- Expectations of communication requirements between supervisors and teleserving members
- Mitigation of the increased risk of time and attendance abuse
- Appropriate supervision including validation of the activities to be performed, and
- Verification of hours claimed.

Further, the program should ensure that its insurance coverage addresses legal liability attribution for incidents that occur during teleservice.

GOSV will be auditing member timesheets over the next several months as part of our overall monitoring plan. Be prepared to provide member timesheets, all policy documents around timekeeping, and documentation that independently verifies teleservice.

